



# ANNUAL SAFETY REPORT 2017

## OUR APPROACH

At D2E, safety, as always, is at the forefront of our minds. As one of our three core principles, safety is second nature to our people. Our vision for safety is **for our approach to be superior to that of the suppliers with which we work**. We have a 12-point safety management system and have robust processes and procedures in place to allow us to tangibly monitor and assess our approach to safety to ensure that it is effective and suitable for the industry in which we operate.



## 2017– SAFETY HIGHLIGHTS

At the beginning of 2017, we published our first annual safety report. In this report, we outlined some initiatives for the coming year. We also highlighted the importance of reporting near misses and how these can be effective in hazard reduction.

### So, How Did We Do?



#### D2E Achieve OHSAS:18001 Accreditation!

We are very pleased and most proud to announce that we achieved accreditation from the British Assessment Bureau in OSHAS:18001. Whilst we thought that we had a pretty strong and robust safety management system to begin with, we learned some valuable knowledge and improved our processes in several areas to make our approach even stronger.



#### And in Other News....

To name some other achievements, we focused our attention on the wellbeing of our Associates, making them more aware of the benefits of their private healthcare plans. We introduced fresh fruit to our office to promote healthier lifestyles. Our Associates all undertook UKATA asbestos training courses, and we continued with our ongoing CDM training to continuously reinforce and reassert our knowledge in these areas.

## 2017– SAFETY METRICS

# 73

reported near misses

# 0

Lost working Days

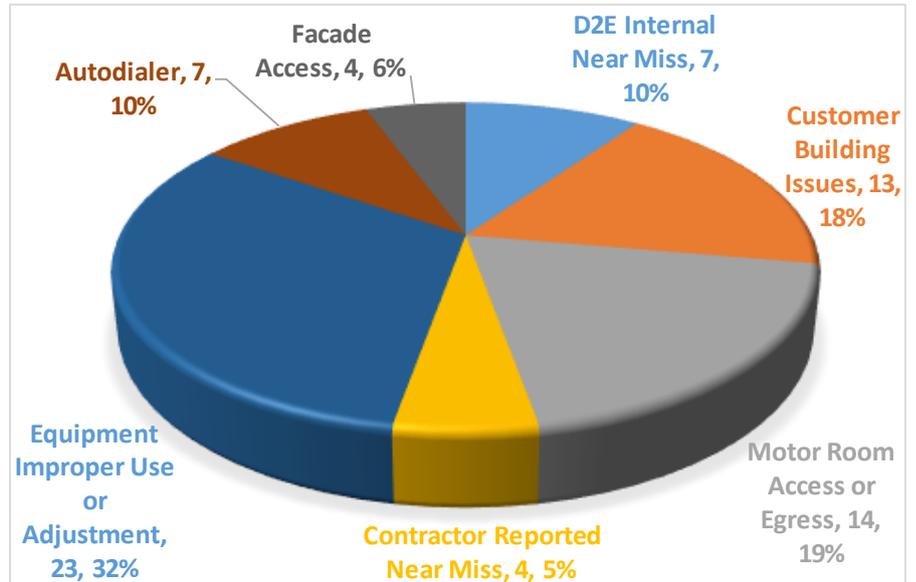
# 1

Accident



# NEAR MISSES

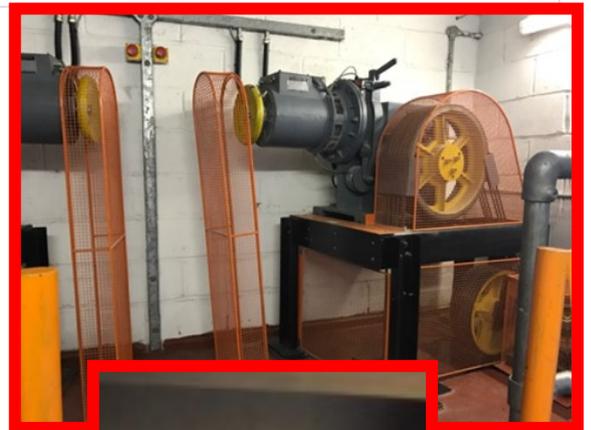
We actively encourage our Associates to report all near misses encountered during their working lives, as near miss reporting is a proven tool in accident reduction. We increase our reporting target year-on-year as a measurable metric, and have beaten our target of 72 which was set for the year.



Our highest percentage of near misses reported centred around improper use or adjustment of equipment.

Some examples of these are;

- A flywheel guard was poorly fitted causing the risk of trapping or entanglement in rotating machinery. This was reported and closed out with lift supplier.
- Shaft exposed behind COP causing a risk of persons putting a hand through lift car wall void and touching shaft equipment whilst lift was moving. This near miss was reported and lift taken out of service until missing COP lens was replaced in order to eliminate the risk.
- The platform at top of the shaft held a risk of persons being crushed or falling if not used properly. The outcome of this is a safe system of work has now been implemented.



The clearest benefit of near miss reporting is that it enables a potential hazard to be identified and suitably addressed or even eliminated, thus increasing safety for all. We always seek to close out any near misses reported by our Associates. In November 2017, a D2E Associate noticed a void in a roof on a clients site, with the street exposed below. A near miss was reported in which the hazard was the potential for materials to be dropped onto the busy street from roof level. This was reported to the client, and as a result a survey of the roof was undertaken, resulting in all roof voids being closed.

# A FOCUS ON: AUTODIALLERS



We have found that a high percentage of near miss reports from our Client sites centres largely around autodiallers. This near miss is very common and largely avoidable.

So, what makes an inoperative autodialler a near miss, you ask? An autodialler is designed to provide lift users with a line of communication in the event of an emergency to a rescue centre. Anybody who travels in lifts regularly would note that mobile phone signal is not always most reliable whilst inside the cabin. If a lift user were to become trapped in a lift with no form of communication, then there would be a chance of them being completely unable to communicate with the outside world. They would only be found once someone noticed the lift wasn't working, and if the building was 'unmanned' this could be a very long time indeed!

It is, therefore, important that your autodialler is tested regularly, and if it is found to be inoperative, D2E would advise that the lift be removed from service until communication has been reinstated. To find out more about autodiallers, ask for our factsheet.

## WE NEED TO TALK ABOUT RAMS...

Risk assessments and Method Statements (RAMS) are a predominant safety tool used within our industry. These documents are useful for planning works, not to mention mitigating potential risks by providing a safe system of works alongside suitable controls of hazards.

The problem is when these RAMS documents are issued to you, how do you know whether they are 'good' or 'robust' enough to cover the task being undertaken?

Without having an in-depth knowledge of lifts, escalators or even cradles it can be difficult to ascertain with any surety whether the document covers the task at hand.

The best approach is to systematically evaluate the documentation to 'sense check' that the methods and controls being put forward appear adequate.

Part of our daily service to our Clients is to evaluate and approve RAMS to ensure that they are stringent and sensible for implementation. For this, we use our industry

knowledge alongside our step by step RAMS evaluation process. Using this process, we can provide a written evaluation and classification of the RAMS in terms of suitability. This makes it easier, in turn, for the RAMS editor to make the necessary changes for further review prior to approval.

If you have a set of RAMS and you are unsure of their suitability, we recommend that this approach is adopted.

Remember, RAMS needn't be a hassle, they needn't be a 'bureaucratic exercise', these documents have a real and important purpose.

As facilities or building manager, the safe management of your building is one of your most demanding duties. It is therefore of high importance that wherever you may be taking accountability of approval of these documents that you are comfortable you can assess them for suitability with confidence.

Evaluation	Y/N/NA	Comments
1. Site specific details (address, location etc.) entered on to the RAMS	Y	
2. Scope of works to be undertaken with sequence & duration	N	Duration of task not identified.
3. Key risks identified	Y	
4. Measures for protection of the public & other 3rd parties	Y	
5. Controls for lifting operations (including delivery/loading)	N	Update document to provide information and method for safe access / egress to shaft and pit.
6. Safe access & egress to working areas (including specific equipment to be used if working at height)	Y	
7. COSHH assessments for hazardous substances (including dust from cutting operations)	N	Referenced but not envisaged as being required.
8. Minimum & test specific PPE/OTF specified	Y	
9. Manual handling controls identified	Y	
10. Noise levels & control arrangements	NA	
11. Vibration levels & control arrangements	Y	
12. Service isolation procedures	Y	
13. Waste minimisation & environmental controls	N	Environmental controls. [redacted] to abide by LS environmental policies.
14. Permit to work requirements for hot works, electrical live working, confined spaces, permit to dig etc.	N	No reference to LS permit being required. To be signed before any work can be started. Insert reference into document.
15. Temporary works design e.g. for scaffolding, false work etc.	Y	Access platform by PASCMA operatives.
16. Supervisors name and contact details	Y	Provide details of ALL site operative on RAMS.
17. Competency levels for operators (including ICPCS/CSCS cards etc.)	Y	
18. Schedule of plant & equipment (including certificates, PAT testing)	N	No schedule of plant. Include within document. References to tooling very general at present. Needs more detail.
19. Emergency Procedures indicated (including 1st Aid)	N	
20. Method of induction of operatives into the RAMS	Y	Detail first aid and emergency procedures.

# HSE H&S STATISTICS 2016/2017

In 2016/17, the HSE reports that there was a total of 137 fatal injuries to workers in the UK. There were 2,542 deaths attributed to mesothelioma and 12,000 related to 'past exposure' lung diseases. 70,116 injuries to employees were reported under RIDDOR. Considering these stats, it becomes clear that the workplace can indeed be a considerably dangerous place.

There were 1.3 million work related cases of ill health, 609,000 non-fatal injuries and 31.2 million lost working days related to these ill health and non-fatal injury cases.

There were approximately 0.5 million cases of new or long-standing work-related cases of musculoskeletal disorders.

A key focus of the HSE over the coming years will be work-related cases of stress, depression and anxiety.

**£14.9  
billion**

**Estimated cost of injuries  
and ill health from  
current working  
conditions**

**0.5  
million**

**Work related stress,  
depression or anxiety  
cases**

## D2E SAFETY INITIATIVES FOR 2018

In 2018, as always, we seek to become even better than we have been before. We will strive to continuously review and assess our safety management system to improve our processes, knowledge and awareness to ensure we uphold our safety ethos.

**Our 2018 safety initiatives include;**



**Implement a dedicated safety page  
to [www.d2e.com](http://www.d2e.com)**



**Achieve LOLER Thorough Examination  
Accreditation**



**Achieve internal NEBOSH  
qualifications to ensure we have an  
internal NEBOSH specialist to better  
serve our clients.**



**Achieve re-accreditation to OHSAS:18001**



**Continue our ROSPA Human Focus™  
online learning, focusing on Asbes-  
tos awareness, RAMS and Near Miss  
reporting**



**Fully review our iPAMS™ audit system to  
ensure all new standards, codes and  
regulations are covered**

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